

**IOWAccess Advisory Council Meeting  
Minutes of July 12, 2001**

**D R A F T**

Present: Carol French-Johnson, Jane Ginapp, Greg Stevens, Kelly Hayworth, Bob Skow, Marsha Ternus, Richard Neri, Corlis Moody, Libby Jacobs, Marsha Carter, Quent Boyken

Absent: Herb Strentz, Robert Dvorsky, John Wellman, Mary Lundby, Craig Hiemstra, Gail Flagel

Guests: Dan Combs, Diane Van Zante, Glen Dickinson, Larry Murphy

- 1) Richard Neri moved that all minutes from previous meetings be approved (Sept-May). A verbal vote was taken, all in favor signified with an aye, there were no opposing votes.
- 2) Dan announced that the web sponsorship contract had been awarded to GovAds. We are the first state to go to sponsorship on state webpages. Right now there are a couple of large cities that are using web sponsorship.
- 3) Kip Peters, Chief Information Security Officer, addressed the issue of information assurance/security (detect, protect, restore, respond). Kip has a team of 4 that work on vulnerability assessments, testing of machines, respond to incidents, intrusion detection. Kip talked about intrusion, scanning software, high end and low end hackers, host-based versus network based intrusion detection. Many times hackers are out to embarrass someone or publicize themselves (what they've done). Kip's team assists other agencies as much as possible. There will be a new enterprise security policy coming out soon to help put additional security measures in place and build a secure enterprise system. Kip's team now has a business continuity planner (to plan how to continue to conduct business when an attack occurs). Working with EMD on critical infrastructure planning. Kip also works with educating the users and administrators, trying to make security more of a priority in every day work processes. Security is not merely a technology problem, it is a social problem. Security also includes integrity of a system or data (being certain your information is accurate). Kip recommended that anyone with a home computer on a broadband network protect themselves with a personal firewall. You should also have anti virus software. There is free software for both personal firewalls and viruses. We can get that information out to council members. In general, don't open any attachment with .exe, .vbs extensions. The council would like to have a copy of policies, procedures that Kip puts together. Libby is concerned that we have enterprise security in place. Kip is the first state level Chief Information Security Officer. Kip advised that today we have been mostly in a reactionary mode, we are trying to be more proactive. Once the new enterprise security policy is in place, Kip would like to get out and do some

teaching. Kip also has a new website ([www.itd.state.ia.us](http://www.itd.state.ia.us)) that....?? He hopes that it will become the first place that someone looks when they have a security concern. Kip has done a lot of outreach: “these are the things you could do, these are the things I could do for you.”

- 4) Transaction Fees and Charges: Dan passed out a Recommended Action on transaction fees. Marsha Ternus stated that this recommendation does not take into account subscription fees such as what is commonly used in the judicial branch. Also, there was the belief that at least some things would still be free. Marsha does not feel that this recommendation reflects what is best for the public. We need to clarify the definition of “transaction,” specifically that it does not include information retrieval. There are no appropriations, so we are trying to come up with a pool of money. Several people had difficulty with the term “broadest.” Do we really know that there will be savings? There will be a large upfront cost. Libby suggested that we remove the last sentence in the 1<sup>st</sup> paragraph. What is a “transaction (define it)?” This recommendation is not just for Internet use, but includes other electronic formats. We have to be able to build a new electronic system while we maintain the paper-based system at the same time. We are in a transition phase, hopefully savings would be realized not by people being laid off, but by redeploying them to other jobs. Libby would suggest a “nominal” convenience fee on some items over and above the normal transaction fee (similar to the way that people pay a small handling fee to renew their car license by mail). Maybe there should be a pilot(s) project so we can see how it works and work out the bugs instead of trying to roll it out all at one time. Suggestion that we change wording in the recommendation to reflect convenience fees be added to transactions that already have a charge associated. Marsha Ternus feels strongly that the Finance Subcommittee from the first IOWAccess Advisory Council should be revisited and updated, as that group did extensive work and research. Dick Neri said that the technology has changed significantly since that report was issued. Quent looked at the original report and identified that the research done did not indicate that the revenue which would be generated would be sufficient to build the new electronic system. The recommendation that Dan put forth would allow an increase in both the paper and electronic transactions, with the paper transaction being the most expensive. Libby and Greg said the legislature would never approve that in an election year.

Libby reworded the recommendation to say,

We recommend that the State of Iowa institute a nominal transaction fee that will be dedicated to the IOWAccess revolving fund to expedite the development of digital government. This fee should cover the government transactions which currently have fees associated with them. A pilot program should be the first step in the implementation of this recommendation.

This fee would not be imposed where prohibited by policy or law. The Information Technology Department would have the discretion to grant waivers when imposing a fee would not be cost effective or otherwise practical.

The Information Technology Department will report to the IOWAccess Advisory Council quarterly on the fees charged and the revenue collected and deposited to the IOWAccess Revolving Fund.

Discussion is continuing on future transaction fees.

---

The pilot projects should examine different methods of charging transaction fees so that we can see which is most effective.

Libby made a motion to approve, seconded by Quent, that we approve the recommendation. A verbal vote was taken with all approving signifying with an aye. There were no opposing votes.

Meeting adjourned at 12:10 p.m.